

Winterson Hotel Management System - Use Case Scenarios

Case 1: User Successful Login Attempt

Roles: Hotel staff

The user enters the correct credentials (username/email and password).

The user is logged into the system and redirected to the main dashboard.

Case 2: User Failed Login Attempt

Roles: Hotel staff

The user enters incorrect credentials.

The system denies access and displays an error message.

The user must re-enter correct credentials to proceed.

Case 3: Receptionist Registers a New Guest

Roles: Receptionist

Receptionist logs into the system.

Navigates to the "Guest Registration" section.

Enters guest details such as name, birthdate, ID, and contact information.

Room assignment is confirmed.

Guest details are saved, and a personalized access card is issued.

Case 4: Guest Charges a Meal to Their Room

Roles: Guest, restaurant staff, receptionist

Guest orders a meal at the restaurant.

Restaurant staff selects "Charge to Room" in the billing system.

The system links the charge to the guest's room number.

The charge is reflected on the guest's final invoice at checkout.

Case 5: Accountant Generates Revenue and Loss Statement

Roles: Accountant

Accountant logs into the system.

Navigates to "Finance Reports".
Selects the desired time period.
The system generates a revenue and loss statement.
Accountant exports or prints the report for financial tracking.

Case 6: Manager Views Hotel Performance Analytics

Roles: Hotel manager
Manager logs into the system.
Navigates to "Reports and Analytics".
Selects key performance indicators (occupancy rates, revenue, employee performance, etc.).
The system displays visual reports and trends.

Case 7: Employee Clock-In/Clock-Out Using Fingerprint Scanner

Roles: Hotel staff
Employee places their finger on the scanner.
The system verifies the fingerprint and logs the clock-in time.
The system records attendance and updates HR records.

Case 8: Guest Receives a Reward Voucher for Extended Stay

Roles: Guest, hotel system
Guest books a stay exceeding a predefined number of nights.
The system automatically issues a discount or voucher.
Guest receives the voucher via email or printed at reception.
The voucher is applied to eligible services (e.g., restaurant, spa).

Case 9: Event Organizer Books the Event Hall

Roles: Event organizer, receptionist
Event organizer contacts reception.
Receptionist logs into the system and checks availability.
Event details (date, number of guests, services required) are entered.
The system generates a booking confirmation and invoice.
Payment is processed.

Case 10: Housekeeping Updates Room Inventory

Roles: Housekeeping staff

Staff logs into the system and accesses "Inventory Management".

Updates stock levels for cleaning supplies, toiletries, and minibar items.

The system alerts managers when stock is low.

Replenishment requests are sent automatically.

Case 11: Staff Access Control Using Personalized Cards

Roles: Hotel staff

Staff uses personalized access card to enter restricted hotel areas.

The system verifies the role and permissions.

Access is granted or denied based on authorization level.

The system logs entry and exit times.

Case 12: Guest Checkout & Invoice Generation

Roles: Guest, receptionist

Guest requests checkout at reception.

Receptionist reviews all charges (room, meals, additional services).

The system generates an itemized invoice.

Guest makes payment via cash, card, or corporate billing.

System finalizes checkout and deactivates room access card.

Case 13: Guest Books a Room Online

Roles: Guest

The guest visits the hotel website or app.

Searches for a room by date, preferences, and price.

Selects a room, confirms booking, and pays online.

Case 14: Admin Sets Promotional Room Pricing

Roles: Admin

Admin logs into the system.

Navigates to the pricing section.

Configures promotional or seasonal prices for specific dates.
The new rates are saved and published to the system.

Case 15: Receptionist Applies Voucher During Checkout

Roles: Receptionist, Guest

During guest checkout, the receptionist enters a voucher code.
The system validates the voucher and applies the discount to the invoice.

Case 16: Guest Checks in via QR Code Kiosk

Roles: Guest

Guest arrives at the hotel.
Scans a QR code at the self-service kiosk.
The system verifies the booking and issues a digital room key.

Case 17: Guest Books Spa Appointment via App

Roles: Guest

Guest opens the mobile app.
Selects spa treatment and time slot.
Confirms the booking.
The appointment is scheduled and added to the guest's profile.

Case 18: Manager Generates Occupancy Report

Roles: Hotel manager

Manager logs into the system.
Selects a date range and occupancy metrics.
The system generates a detailed occupancy report with graphs.

Case 19: Housekeeper Marks Room as Cleaned

Roles: Housekeeping

Housekeeper logs into the system.

Selects the cleaned room and updates its status to “Cleaned.”
The status change is reflected in the booking system.

Case 20: Receptionist Schedules a Group Booking

Roles: Receptionist

Receptionist logs in and selects “Group Booking.”
Enters guest details and number of rooms required.
Applies group discount.
System confirms and generates one combined invoice.

Case 21: Guest Receives Email Invoice After Checkout

Roles: Guest

Guest completes checkout.
System automatically sends an itemized invoice to the guest’s email.

Case 22: Admin Manages Multiple Hotel Branches

Roles: Admin

Admin logs into the central system.
Switches between hotel branches via the admin panel.
Manages users, settings, and data for each location separately.

Case 23: Restaurant Staff Adds Order to Room Bill

Roles: Restaurant staff

While taking an order, staff selects “Charge to Room.”
Enters room number.
Order is saved and linked to the guest’s billing profile.

Case 24: Receptionist Updates Guest Profile Preferences

Roles: Receptionist

Receptionist accesses guest profile.

Adds preferences like non-smoking room or breakfast time.
System saves and applies preferences for future visits.

Case 25: Guest Submits a Lost Item Claim

Roles: Guest, Housekeeping

Guest reports a lost item.

Reception logs the claim into the system.

Housekeeping checks and updates the status of the item.

Case 26: Hotel Staff Submits Maintenance Request

Roles: Housekeeping, Maintenance

Housekeeper notices a broken item in a room.

Logs a maintenance request in the system.

Maintenance staff is notified to resolve the issue.

Case 27: Guest Redeems Loyalty Points for Discount

Roles: Guest

At checkout, the guest chooses to redeem loyalty points.

The system calculates and applies the discount to the invoice.

Case 28: System Sends Low Inventory Alert to Manager

Roles: Housekeeping, Manager

Housekeeper updates inventory.

If levels fall below threshold, system sends an automatic alert to the manager.

Case 29: Guest Uses Mobile to Unlock Room Door

Roles: Guest

Guest opens the mobile app.

Selects their booking and uses the digital key to unlock the door.

Case 30: Admin Creates a Voucher for Holiday Promotion

Roles: Admin

Admin logs into the voucher management section.

Creates a new promotional voucher with discount, usage limits, and expiry.

Activates the voucher for use.